

An Introduction to the Joint Deficiency Reporting System



Transitioning from NAMDRP to JDRS



Joint Deficiency Reporting System

Background

In August 2006 the Joint Aeronautical Logistics Commanders (JALC) sponsored the Navy, Marine Corps, Army, Air Force, Coast Guard and Defense Contract Management Agency (DCMA), to develop a Joint Deficiency Reporting System (JDRS) based on NAVAIR's NAMDRP application.

JDRS provides a common, seamless solution for deficiency reporting and resolution management across the Aeronautical Enterprise. JDRS is a cross-service web enabled automated tracking system designed to initiate, process and track deficiency reports from the Warfighter through the investigation process.

JDRS is being developed by NAVAIR's NAMDRP/JDRS Program which is comprised of Process Subject Matter Experts (SME), Senior Programmers, Functional Requirement Experts, Application Testers, and various program support personnel.



Joint Deficiency Reporting System

Background

Deficiency Reports Include:

- Product Quality Deficiency Reports (PQDRs)
- Engineering Investigations (EIs)
- Material Deficiency Reports (MDRs)
- Acceptance Inspection Deficiency Reports (AIDRs, *previously ADRs*)
- Hazardous Material Reports (HMRs)
- Technical Publication Deficiency Reports (TPDRs, *added in near future*)



Joint Deficiency Reporting System

Background

Key Dates:

25 FEB 08 to 25 APR 08 - Integration Testing

- Joint service beta testing using “real” users from each branch

5 MAY 08 - Initial Operational Capability

- JDRS launched for Fleet use - replaces NAMDRP

OCT 08 - Full Operational Capability

- Additional enhancements to JDRS complete



Joint Deficiency Reporting System

Background

Impact to Navy/Marine Users

- **Minimal - JDRS is based on an improved version of the current NAMDRP application**



NAMDRP



JDRS



Joint Deficiency Reporting System

Background

(The following diagram is an overview of the JDRS process)

JDRS Joint Deficiency Reporting System

TO BETTER SERVE THE WARFIGHTER





Joint Deficiency Reporting System

NAMDRP to JDRS

Currently NAMDRP serves over 9,400 users averaging 225 transactions per day and 4.5 million hits per year.

Serving the Navy, Marines, Air Force, Army, Coast Guard, DCMA and other agencies, JDRS will support over 20,000 users processing 50,000 plus deficiency reports annually.





Joint Deficiency Reporting System

NAMDRP to JDRS

Benefits include:

- Improved quality of material and Warfighter readiness
- Visibility of deficiency reports across all services
- Critical safety item visibility aeronautical enterprise wide
- Reduction of total ownership cost and cycle time
- Government and industry partnering
- Improved exhibit inventory management and management metrics
- Automated routing of deficiency reports and ease of use



Joint Deficiency Reporting System

New Tools (JDRS) & Enhancements (to existing NAMDRP tools)

Working along side the JDRS development team are JDRS support teams from the Navy, Marines, Army, Air Force, Coast Guard and the Defense Contract Management Agency. Together, these teams have developed new tools and enhancements to existing tools discussed on the following slides.



Joint Deficiency Reporting System

New Tools (JDRS)

- 1. Data Edit** - This tool allows Screening and Action Points to review and update PQDR data anytime during the investigation process. This tool is also available for Engineering Investigations (EIs).
- 2. Parent-Child Relationship** (PQDRs and EIs) - Allows for grouping of similar DRs under one “Parent” DR. Investigation results on Parent DR are sent to all similar DR originators.
- 3. Memo For the Record (MFR)** - This tool will offer users a method of documenting conversations, correspondence, actions pending, or other information pertinent to a DR that is not otherwise captured in the Workflow. Will also allow for Private MFRs.



Joint Deficiency Reporting System

New Tools (con't)

- 4. Action Point Data Review** - This tool enables the Action Point to administratively review the DR data and annotate corrections where necessary.
- 5. Action Point/Support Point Acknowledge** - This tool will be used by Action and Support Points to acknowledge or reject the DR. If rejection occurs, tool will workflow process steps back to the Screening Point or Action Point for reassignment.
- 6. DR Status Code** - Permits assignment/viewing of intermediate status of DR requiring action external to workflow (In Work, Awaiting Funding, ECP, Closed Administratively etc.).



Joint Deficiency Reporting System

New Tools (con't)

7. Support Point Actions - This tool provides the JDRS enrolled support point (intended primarily for DCMA) the ability to conduct specific support point functions. The support point will be able to set support point/contractor suspense dates, identify/email a delegated support point, select the support point investigator and contractor, and generate and attach correspondence to/from the contractor (e.g. Notice of Defect, Contractor Exhibit Request).



Joint Deficiency Reporting System

Enhancements to current (NAMDRP) functionality

- 1. Search tool** - Added capability to search DR data across all services, and to search for Mishap, Software, and TFOA DRs.
- 2. DR Submission tool** - New fields for Mishap, Software, Things Falling Off Aircraft (TFOA) and many more. Many of these fields are available on the Search tool.
- 3. Preliminary Disposition Report** - Name Change and added enhanced functionality.
- 4. Final Report** - Added new functionality based on the recent DoN LEAN 6 Sigma process. Added new fields and provides standardization for Summary and Closing Codes.



Joint Deficiency Reporting System

Enhancements (con't)

5. Ability to process Inter-Service DRs, creates new Workflow Process Steps (see process flow diagram).

- Inter-Service Screening Points (iScrPt) will acknowledge (or reject) PQDRs from another service.
- Each Service must identify 1 or more iScrPts.
- Creates a new step in the Workflow process for the Action Pt to Forward the PQDR back to the Originating Service Screening Point.



Joint Deficiency Reporting System

Enhancements (con't)

6. Name changes throughout the system:

- Feedback changed to “Contact Us”
- Fleet Support Team changed to “Support Team”
- Unit Type name change (Customer Service Team to Exhibit Receiving Activity)
- Aircraft Discrepancy Reports (ADR) changed to Acceptance Inspection Deficiency Report (AIDR)

7. Virtual Clearing House (CH) includes representatives from all services.

8. User Enrollment requires approving authority at the Unit/ Activity level.

9. New Research Links Page providing links to web sites supporting the DR Investigation process



Joint Deficiency Reporting System

Enhancements (con't)

10. Improved User Interface

Deployed Users Menu

- Initiate DR
- Technical Data
- Search for DRs
- Support Team
- Open DRs
- User Search

PQDR Charge Reversal Status

RCN	Message	Credit Status	Header Requestion Turn-In Document No	CDS	ASN	Credit Record Date
152014-18-0024	Valve, Fuel Pressure	PENDING	152014-18-0024	TR	2915-012518683	20-SEP-2006
152014-18-0025	Switching Group, Aids Feq	PENDING	152014-18-0025	TR	307201233	05-OCT-2006
152014-18-0026	REGULATOR, AIR PRESSURE	PENDING	152014-18-0026	TR	1660-012518683	06-OCT-2006
152014-18-0027	BEAMBOX ASSEMBLY, NOSE	PENDING	152014-18-0027	TR	927714182	06-OCT-2006
152014-18-0028	Air Data Computer CPU-140A	PENDING	152014-18-0028	TR	812773448	10-OCT-2006
152014-18-0029	CYLINDER ASSEMBLY, ACTUATING LINE	PENDING	152014-18-0029	TR	899906718	10-OCT-2006
152014-18-0030	STATIMARY AIR SEAL	PENDING	152014-18-0030	TR	811760688	10-OCT-2006
152014-18-0031	COMMUNICATIONS RECEIVER TRANSMITTER	PENDING	152014-18-0031	TR	2340-012518683	10-OCT-2006
152014-18-0032	PIA(C) AT VIDEO CONTROLLER	PENDING	152014-18-0032	TR	888-NM	10-OCT-2006
152014-18-0033	FIGHT CONTROL Console	PENDING	152014-18-0033	TR	1220-013043484	12-OCT-2006
152014-18-0034	ELECTRONIC COMPONENTS ASSEMBLY	PENDING	152014-18-0034	TR	1890-01522382	13-OCT-2006
152014-18-0035	CIRCUIT CARD ASSEMBLY, A8	PENDING	152014-18-0035	TR	5990-013154218	16-OCT-2006
152014-18-0036	T-AD CDP	PENDING	152014-18-0036	TR	811854501	17-OCT-2006

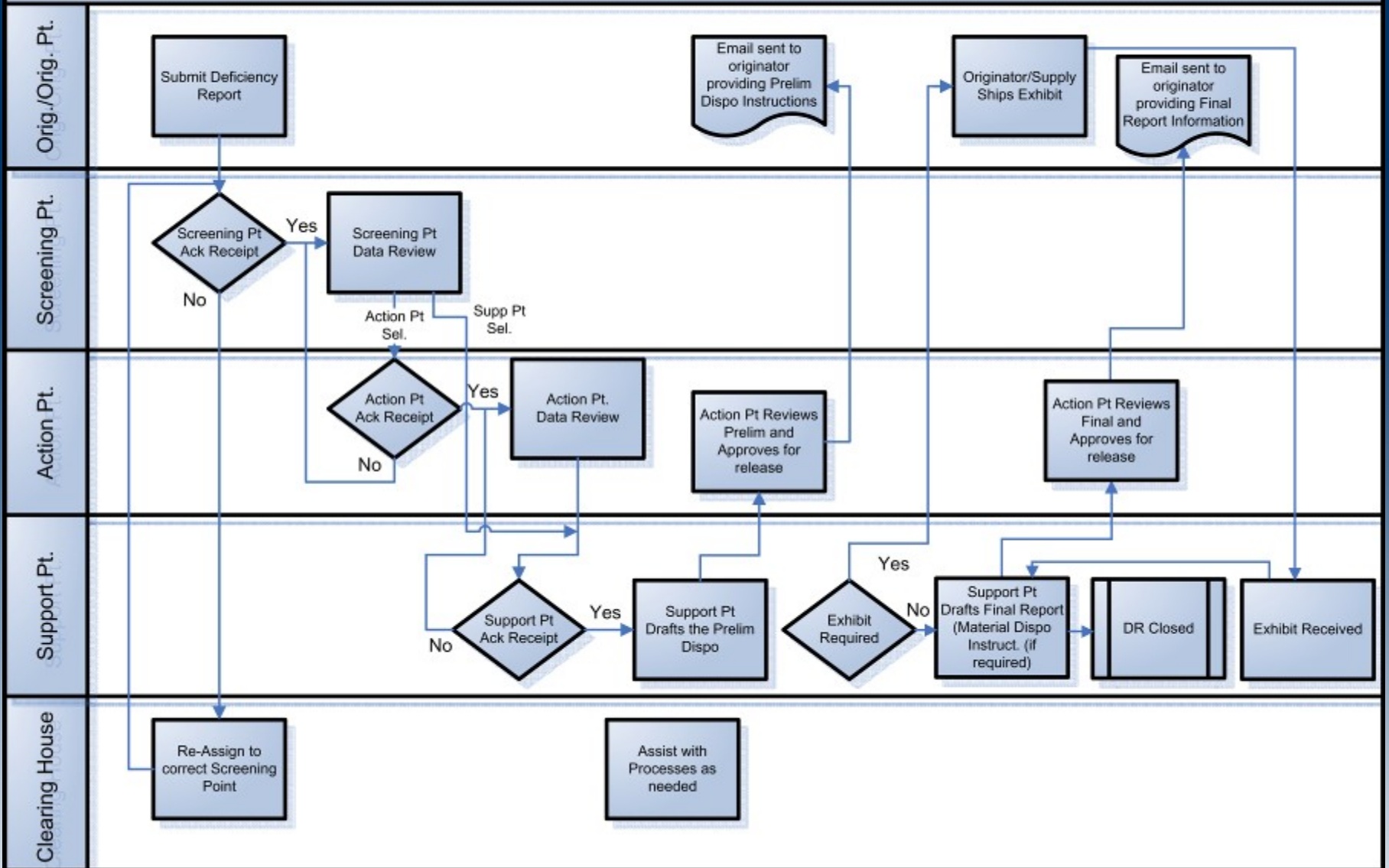


Joint Deficiency Reporting System

Service Originated / Investigated

(The following diagram shows the various “touchpoints” and the process flow for a PQDR/MDR)

Service Originated - Investigated



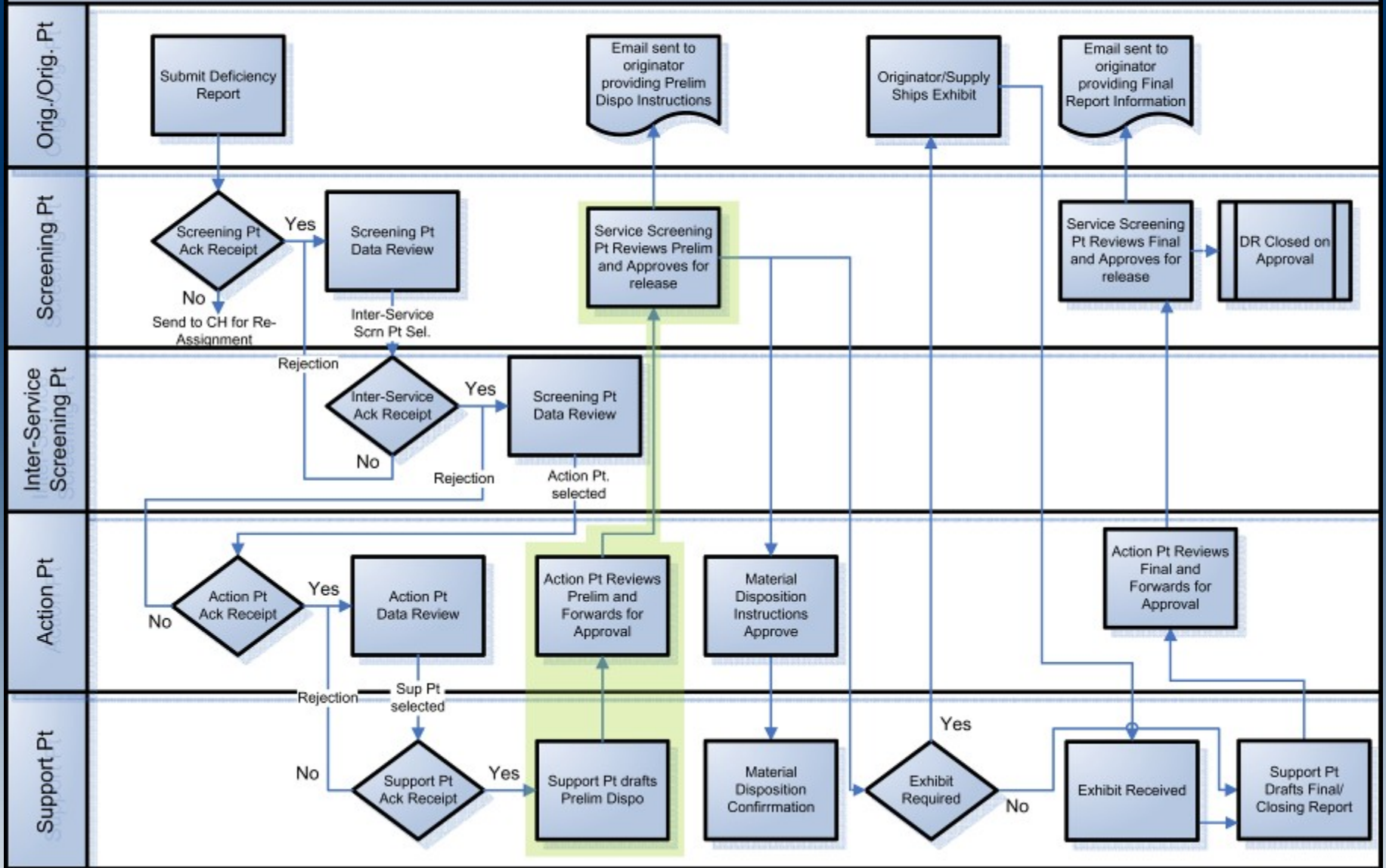


Joint Deficiency Reporting System

Service Originated / Inter Service Investigated

(The following diagram shows the various “touchpoints” and the process flow for an Inter-Service PQDR/MDR)

Service Originated – Inter-Service Investigated





JDRS Public Site

Learn more about JDRS,
download flyers and
review press releases at
www.jdrs.mil.

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